

## **FY 2007 Annual Program Performance Measures**

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**DEPARTMENT:** MICHIGAN DEPARTMENT OF LABOR AND ECONOMIC GROWTH

**APPROPRIATION UNIT:** Occupational Regulation      **PROGRAM:** Bureau of Construction Codes

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**TIMELINE:** October 1, 2006 through September 30, 2007

### **PROGRAM MISSION STATEMENT (Customer-Focus Direction)**

The mission of the Bureau of Construction Codes is to assure that the built environment and the systems within are sound, safe and sanitary; building users that their health, safety and welfare are protected; and to assure consistent application of standards throughout the state through a coordinated program of prevention, code compliance, investigation and training.

### **PROGRAM STATEMENT**

The Bureau of Construction Codes consists of the following 12 divisions which work together to provide outstanding services to its customers:

Boiler Division: Responsible for examination, licensing and license renewal of boiler installers, repairers and inspectors, conducts inspections of boiler installations and repairs and existing boilers, investigates boiler accidents, and provides staff support to the Board of Boiler Rules.

Building Division: Responsible for enforcing the state building codes and also conducts building inspections in manufactured housing communities. The program establishes statewide standards for manufactured home community development and manufactured home businesses, issues manufactured housing licenses, and provides staff support to the Manufactured Housing Commission.

Electrical Division: Responsible for enforcing the state electrical codes. The program is also responsible for registering electrical apprentices, and the examination, licensing and renewal of master and journey electricians, fire alarm specialty technicians, sign specialists, electrical contractors, sign specialty contractors, and fire alarm contractors. The program also provides staff support to the Electrical Administrative Board.

Elevator Division: Responsible for enforcing the elevator codes. The program is also responsible for the examination, licensing and renewal of elevator journeypersons and contractors. The program conducts complaint investigations and reporting of elevator accidents. The program also provides staff support to the Elevator Safety board.

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Office of Land Survey and Remonumentation: Responsible to administer the applicable provisions of the Land Division Act (PA 288, 1967) and the Survey and Remonumentation Act (PA345, 1990) to ensure the orderly development of land division in the State. The office provides staff support to the State Boundary Commission which is responsible for enforcing the provisions of the Boundary Commission Act (P.A. 191 of 1968) and Administrative Rules.

Office of Local Government and Consumer Services: Responsible for investigation of consumer licensing complaints, performance evaluations of local building departments, and registration of construction code officials. The program also conducts manufactured housing audits, complaint investigations, and review ordinances for manufactured housing communities.

Mechanical Division: Responsible for enforcing the state mechanical codes. The program is also responsible for the examination, licensing and renewal of mechanical contractors and provides staff support to the Board of Mechanical Rules.

Plan Review Division: Responsible for building, electrical, mechanical, plumbing and manufactured housing community plan reviews, all Barrier Free Design exception requests, reviews pre-manufactured plans and compliance manuals and provides staff support to the Barrier Free Design Board.

Plumbing Division: Responsible for enforcement of the state plumbing codes and the examination, licensing and renewal of master, journey plumbers and plumbing contractors. The program also provides staff support to the State Plumbing Board.

Office of Management Services: Responsible for the bureau budget, internal controls, performance reporting, document management, permitting, codebooks, forms, and web production.

Office of Administrative Services: Responsible for personnel actions, promulgation of administrative rules, publications, technical bulletins, freedom of information requests, and media coordination.

Administration: Provides leadership, direction, and support for all bureau products and services.

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**FUND SOURCE:**

Boiler Fee Revenue  
Elevator Fees  
Mobile Home Code Fund  
State Construction Code Fund  
Property Development Fees  
Remonumentation Fees  
Land Sales fees

**LEGAL BASIS:**

The Stille-DeRossett-Hale Single State Construction Code Act, 1972 PA 230  
Boiler Act of 1965, 1965 PA 290  
Building Officials and Inspectors Registration Act, 1986 PA 54  
Construction of School Buildings, 1937 PA 306  
Electrical Administrative Act, 1956 PA 217  
Elevator Safety Board, 1967 PA 227  
Forbes Mechanical Contractors Act, 1984 PA 192  
Land Division Act, 1967 PA 288  
Mobile Home Commission Act, 1987 PA 96  
State Plumbing Act, 2002 PA 733  
State Survey and Remonumentation Act, 1990 PA 345  
Utilization of Public Facilities by Physically Limited, 1966 PA 1  
Boundary Commission Act, 1968 PA 191

**CUSTOMER IDENTIFICATION:**

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Customers of the Bureau of Construction Codes include the public/consumers, contractors & sub-contractors (licensees), facility owners/developers, land surveyors, design professionals (i.e., architects, engineers, designers), inspectors, attorneys/legal community and other state and local agencies.

### **CRITICAL GOALS/MAJOR OBJECTIVES**

#### *Program Goals:*

*Goal 1 – We will improve customer service by studying new efficiencies and streamlining where possible to achieve improved turn-around times in all areas.*

- Review 90% of plans for conventional and pre-manufactured construction within 15 business days after receipt.

<b><u>Highlight status</u></b>	<b><u>Strategy</u></b>
 <b>Amber</b>	<b>1.1</b>  <b>Comment:</b> Performance statistics indicate 63.3% of conventional plans were reviewed within 15 business days after receipt and 76.9% of pre-manufactured construction plans are reviewed within 15 business days after receipt. The bureau continues to strive toward its goal, however the complexity of school construction plan reviews and plan review staff being utilized to provide assistance for inspector vacancies or inspector medical leaves should be factored in.

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- Review survey and remonumentation plat documents and issue approvals or identify deficiencies with 15 business days after receipt.

<b><u>Highlight status</u></b>  Green	<b><u>Strategy</u></b> 1.2  <b>Comment:</b> The average plat review time was significantly less than 15 business days for each month in FY07.
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- Review survey and remonumentation grant application and completion report documents and process approval /payment or identify deficiencies within 30 business days after receipt.

<b><u>Highlight status</u></b>  Green	<b><u>Strategy</u></b> 1.3  <b>Comment:</b> All grant applications were processed within the 30 day goal. Most completion were processed within the 30 day goal, however, completion reports processed in April and May did exceed the 30 day processing goal.
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- Issue 85% of permits and approvals within 5 business days after receipt of request.

<b><u>Highlight status</u></b>  Green	<b><u>Strategy</u></b> 1.4  <b>Comment:</b> Performance statistics indicate 99% of permits and approvals were issued within 5 business days after receipt of request.
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- Conduct 90% of building, electrical, mechanical, and plumbing inspections within 3 business days after receipt of request.

<b><u>Highlight status</u></b>  Green	<b><u>Strategy</u></b> 1.5  <b>Comment:</b> Performance statistics indicate 95% of inspections are conducted within 3 business days after receipt of request.
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- Issue certificates of occupancy, or issue denial when applicable, within 5 business days after receipt of request.

<b><u>Highlight status</u></b>  Green	<b><u>Strategy</u></b> 1.6  <b>Comment:</b> Performance statistics indicate 90% of Certificates of Occupancy are issued or denied when applicable, within 5 business days after receipt of request.
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- Create and implement automated on-line forms as new forms become necessary.

<b><u>Highlight status</u></b>  Green	<b><u>Strategy</u></b> 1.7  <b>Comment:</b> This is an on-going objective. As forms become necessary, they are created with on-line capability. Currently, over 80% of the Bureau of Construction Codes forms that are on the bureau's web-site can be filled out and printed on-line.
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- Implement new database for inspector registration and education for OLGCS by end of 1<sup>st</sup> quarter of FY 2007.

<b><u>Highlight status</u></b>  Green	<b><u>Strategy</u></b> 1.8  <b>Comment:</b> The new database, although not completed by the end of the 1 <sup>st</sup> quarter of FY 2007, was implemented in September 2007.
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- Develop additional bureau materials/brochures on subjects such as applying for a permit or an examination, or how to purchase a code book. By end of the 3<sup>rd</sup> quarter have material available to bureau customers.

<b><u>Highlight status</u></b>  Green	<b><u>Strategy</u></b> 1.9  <b>Comment:</b> We are meeting this goal for all customers requesting assistance as evidenced by request logs maintained by security administrators.
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*Goal 2 – We will offer more options for licensees to take examinations, and quicker turn-around times for license renewals.*

- Conduct at least 4 examinations for each license classification and issue licenses to those applicants who meet the qualifications within 30 business days after the examination; renew all licenses within 10 business days after receipt of application for renewal.

<b><u>Highlight status</u></b>	<b><u>Strategy</u></b>
 <b>Green</b>	<b>2.1</b>  <b>Comment:</b> <b>All required examinations were held and 100% of new licenses were issued within 30 days after examination. All electrical and plumbing renewals and 80% of the mechanical renewals were issued within 10 business days of receipt.</b>

- Implement the on-line licensing renewal system by the end of the 1<sup>st</sup> quarter of FY 2007.

<b><u>Highlight status</u></b>	<b><u>Strategy</u></b>
 <b>Green</b>	<b>2.2</b>  <b>Comment:</b> <b>The on-line licensing renewal system was implemented February 16, 2007.</b>

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*Goal 3 – We will ensure the safety of boilers and elevators within the state.*

- Begin the investigation of all boiler and elevator accidents within 24 hours of notification.

<b><u>Highlight status</u></b>  Green	<b><u>Strategy</u></b> 3.1  <b>Comment:</b> All boiler and elevator accident investigations have begun within 24 hours of notification.
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- Complete development and testing of electronic submission of boiler inspection data. Implement program by end of 3<sup>rd</sup> quarter of FY 2007.

<b><u>Highlight status</u></b>  Amber	<b><u>Strategy</u></b> 3.2  <b>Comment:</b> The program is still on hold, waiting the results of testing by the contractor in downloading the large amount of data needed by individual boiler inspectors.
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*Goal 4 – We will improve the understanding of the manufactured housing industry development process within the state.*

- Improve communication with industry regarding the manufactured housing development process with the state by developing informational material for publication and posting on the bureau website.

<u>Highlight status</u>	<u>Strategy</u>
 Green	<b>4.1</b>  <b>Comment:</b> The “Frequently Asked Questions” document is on the bureau’s internet website. Pertinent information is also shared through the bureau’s <i>Bulletin</i> , issuing technical bulletins, and providing training to the industry. This is an on-going objective.

*Goal 5 – We will ensure accuracy and orderly development of real property within the state through enforcement of all statutory requirements related to establishment of new property boundaries within subdivisions, as well as establishment and maintenance of original government survey markers.*

- Issue an annual survey and remonumentation grant in accordance with 1990 PA 345 to all 83 Michigan counties.

<u>Highlight status</u>	<u>Strategy</u>
 Green	<b>4.1</b>  <b>Comment:</b> An annual survey and remonumentation grant was issued to each of the 83 Michigan counties in 2007.

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*Goal 6 – We will improve internal and external communication within the bureau, providing expanded customer service.*

- Analyze and improve internal and external communication processes as deemed necessary

<u>Highlight status</u>	<u>Strategy</u>
 Green	<b>6.1</b>  <b>Comment:</b> Pertinent information is shared with staff via the Bureau's intranet site. The bureau Bulletin, and program managers have been directed to update internal staff following the bureau management meetings.

- Conduct training programs and staff meetings with a focus on administrative issues and topics which will increase effectiveness in dealing with customers.

<u>Highlight status</u>	<u>Strategy</u>
 Green	<b>6.2</b>  <b>Comment:</b> The bureau director, answered questions and addressed remarks to staff at the holiday luncheon held in December 2006 and at the annual bureau training conducted in March 2007. The bureau has also implemented in-house management training sessions for newly appointed supervisors and managers to assure a thorough understanding of their new responsibilities

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- Develop an information document that includes pertinent information regarding the bureau a list of agencies that cross-over with BCC programs. Provide information to all staff via email and on the intranet site by the end of the 2<sup>nd</sup> quarter of FY 2007.

<b><u>Highlight status</u></b>  Green	<b><u>Strategy</u></b> 6.3  <b>Comment:</b> The <i>Bureau of Construction Codes Overview</i> was placed on the bureau's internet site in September 2007. It has been updated twice since then. It was determined that this document be provided not only to bureau staff but the general public as well. Bureau staff was notified by e-mail that the document is available. A document for misdirected calls was also developed and posted on the intranet.
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- Recognize bureau staff providing exemplary service and acknowledge employee contributions to the program.

<b><u>Highlight status</u></b>  Green	<b><u>Strategy</u></b> 6.4  <b>Comment:</b> The bureau director acknowledges bureau staff receiving commendations through thank you letters. The employees are also acknowledged by placing information on the bureau's intranet site.
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*Goal 7 – We will analyze cross-training needs, increase the importance of training and self-improvement for all staff.*

- Provide a training program for administrative support staff by the end of the 3<sup>rd</sup> quarter of FY 2007.

<u>Highlight status</u>	<u>Strategy</u>
 Amber	<b>7.1</b>  <b>Comment:</b> Due to Executive Directives, bureau budget constraints and a reduction in workforce a training program was not provided for administrative support staff in FY 2007. The bureau is making use of the intranet to share work related information and to provide pertinent information to staff. It will remain an objective for FY 2008 if budget allows.

- Seek advanced management skills through identified objectives for each manager based on an annual individual performance appraisal.

<u>Highlight status</u>	<u>Strategy</u>
 Green	<b>7.2</b>  <b>Comment:</b> Target goals were set for each manager as part of the annual performance evaluation process. Management staff was encouraged to fully participate in the MI-360 process.

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- Assess the availability, and where possible provide self-improvement training for staff in topics such as first aide/CPR, Community Eyes and Ears, etc. by end of FY 2007.

<b><u>Highlight status</u></b>	<b><u>Strategy</u></b>
<b>Am</b> Amber	<b>7.3</b>  <b>Comment:</b> <b>Safety training was provided to inspection staff at the annual bureau training seminar in March 2007. In addition, the BCC Safety Corner, on the bureau's intranet web site, is being utilized to publish a variety of safety information for staff. Due to Executive Directives, bureau budget constraints and a reduction in workforce further training has been placed on hold at this time.</b>

### **Processes/Services:**

Internal and external customer satisfaction and input on program effectiveness is gathered through use of telephone and face to face communication and feedback from all customers, internal newsletters, web based survey forms, and post card surveys. Efficiency studies are also conducted to identify needs and streamline procedures. Select staff will be used to assess customer satisfaction data and program effectiveness, and to develop proposed program improvements.

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### **PROGRAM EFFECTIVENESS (Current Year)**

#### **Program Goals/Metrics**

See attached examples

#### **Performance Measures**

Conduct Plan Reviews	Review Applications for Examination for Licensure
Barrier Free Design Exceptions	Provide Staff support for various Boards and Commissions
Issue Permits	Investigate Boiler and Elevator Accidents
Issue Violations	Investigate Construction Code Related Complaints
Conduct Inspections on New Construction	Issue County Remonumentation Grants
Conduct Annual Elevator Inspections	Issue New Licenses
Conduct Required Boiler Inspections	Issue Code Inspector Registrations
Issue Certificates of Occupancy	Issue Renewals

#### **Program Improvements Made In FY2007**

- We absorbed the support staff for the State Boundary Commission.
- We promulgated new boiler fee rules.
- We have implemented on-line renewals for several plumbing and electrical licenses.
- The new inspector registration and education database became operational in September 2007.
- We implemented an on-line license search for all boiler, electrical, mechanical and plumbing licensees.
- We upgraded all computers, with the exception of the inspector laptops, to Michigan 1.
- We upgraded the Permits'Plus system to version 5.3.19.
- We developed an agreement with International Code Council to sell the Michigan Construction Codes, eliminating the bureau's need to keep an extensive inventory on-hand.



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- We developed a Manufactured Housing Community model ordinance and placed it on the bureau's web-site to give manufactured housing communities an abbreviated option for obtaining state ratification of their ordinances.
- We have continued to implement automated on-line forms making our services more accessible for our customers.
- We created a document titled "*Bureau of Construction Codes Overview*" and posted it on our Internet site to provide regulatory information to our customers.
- We improved our customer service by studying new efficiencies and streamlining where possible to improve turn-around times in all areas. This also includes our internal review of staff workloads and shifting work assignments where greater efficiencies could be achieved.
- Public Hearing Notices were prepared on a single mailer sheet which saves both postage and does not require envelopes, thus creating an overall savings for each public hearing.
- We finalized a list for distribution of the bureau's newsletter. The newsletter started as a mailer to approximately 60,000 people and is now completely electronic saving thousands of dollars an issue.
- We refined our departure process to assure all assigned equipment is returned by departing employees and that all appropriate services (telephone, pager, etc.) are disconnected immediately.
- We continue to improve the design of the BCC Intranet to share work related information for all employees. The site houses policies and procedures, personnel information, health and safety information and various links to related services.
- We have implemented an in-house management training session for newly appointed supervisors and managers to assure an understanding of their responsibilities in their new role as well as we have refined the process for employee evaluations to assure both timely and effective evaluations are issued.
- We have added a report on our Internet site of disciplinary action taken against licensees, as well as updated our internal complaint log database to include more detailed information so that when the general public calls, the database can be accessed and the questions answered without pulling the files which are very voluminous.
- We appointed a Bureau Health and Safety Committee. This Committee will assure all bureau staff receive required safety training and assure a safe working environment.

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### **PROGRAM IMPROVEMENT PLANS FOR FY08**

- We plan to update the State Construction Codes to the latest editions.
- We plan to update the Elevator Fee Rules.
- We plan to have an on-line Affidavit of Affixture search operational.
- We plan to have the Elevator Licensing, Permitting and Invoicing system operational in Permits'Plus.
- We plan to have the Manufactured Housing Database and Licensing system operational in Permits'Plus.
- We plan to continue efforts to implement electronic submission of boiler inspection data.
- We plan to increase our efforts to identify and attend training classes that will increase the knowledge and effectiveness of our staff if the executive directive placing a moratorium on training is lifted.
- We plan to continue our efforts to reduce costs and monitor and reduce spending within DLEG/BCC in order to comply with the Governor's Executive Directives.
- We plan to continue work with the State Record Center to have construction code permits, manufactured housing records and mechanical license records, imaged and available through the "IRMA" system.
- We plan to ensure the internet is updated timely and accurately.

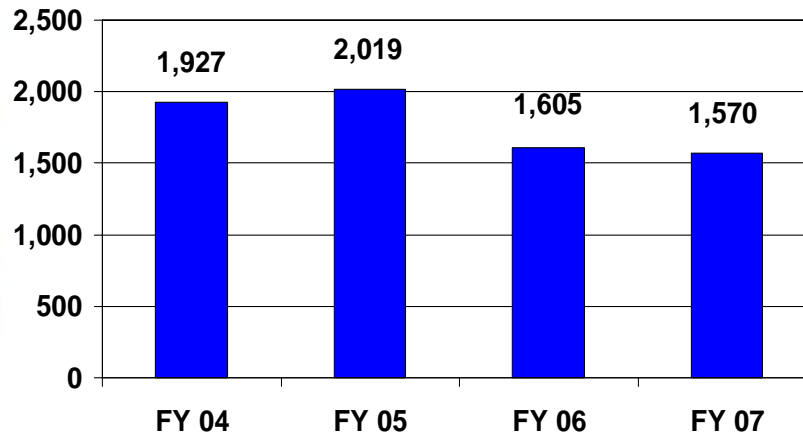
### **CHALLENGES FOR FY08 and BEYOND:**

- Working with the department, the State Budget Office, and the legislature to ensure that all construction code programs are sufficiently funded to avoid a deficit and still maintain the level of service our customers have become accustomed to.
- Continuing to improve our services in light of budget and hiring "freezes".
- Updating current technology to deliver services while staying within budget and revenue restrictions.

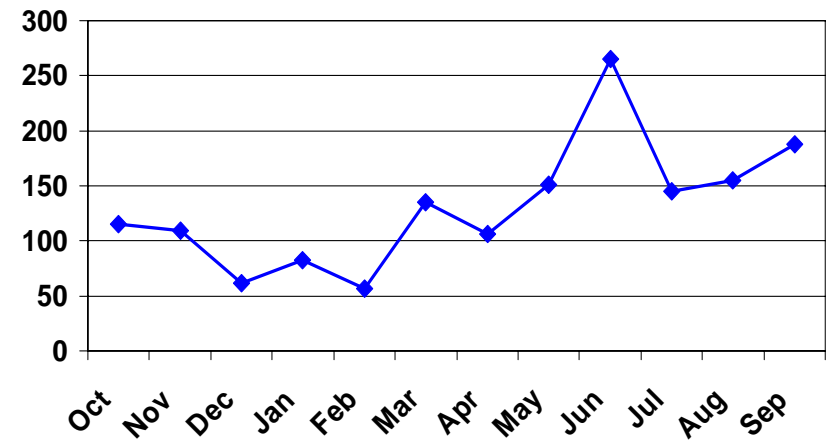
# Building - Permits



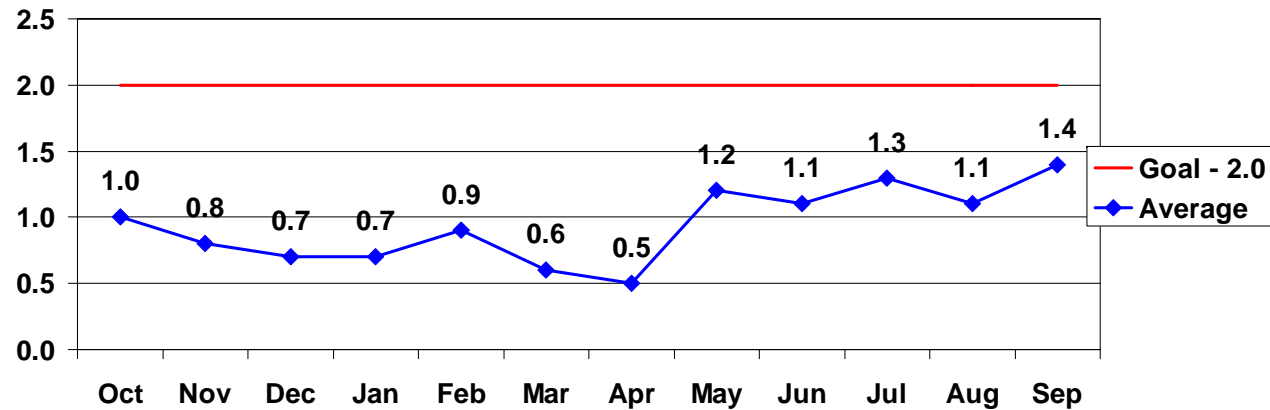
Permits Issued



FY 2007 - Monthly Permits



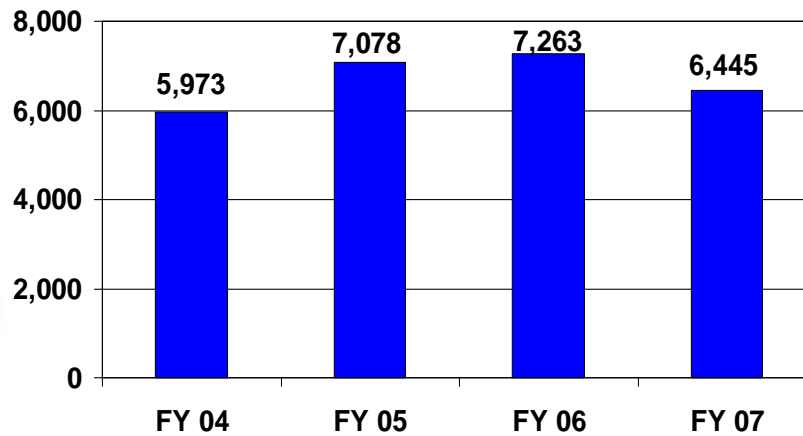
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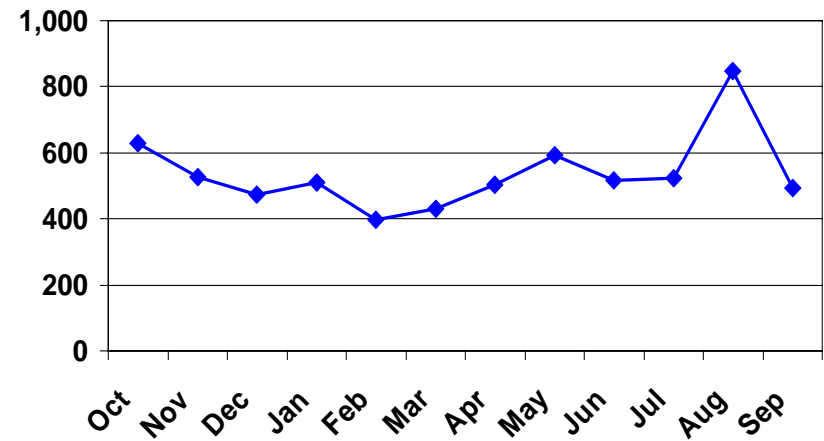
# Building - Inspections



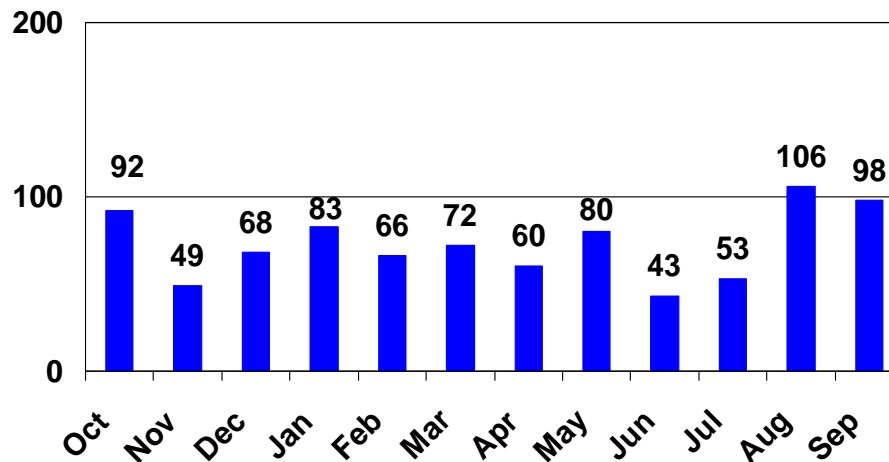
Inspections Performed



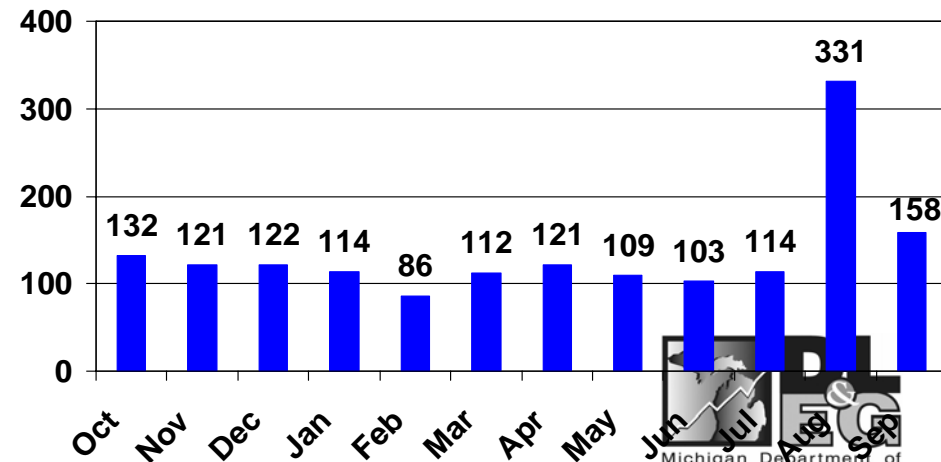
FY 2007 - Monthly Inspections



FY 2007 - Violations Written



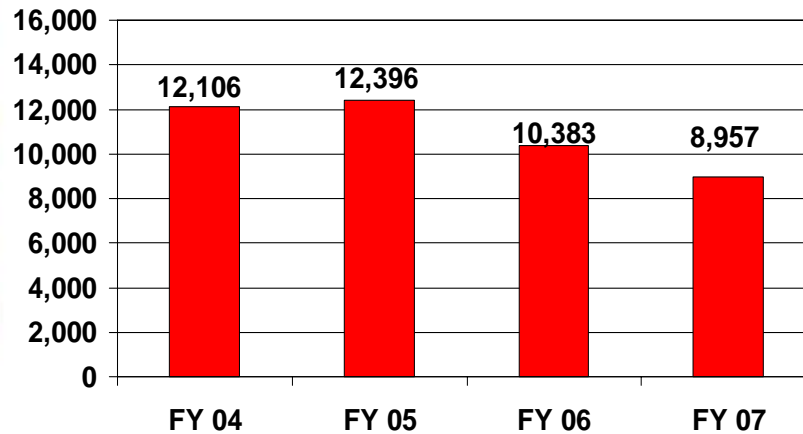
FY 2007 - Permits Finaled



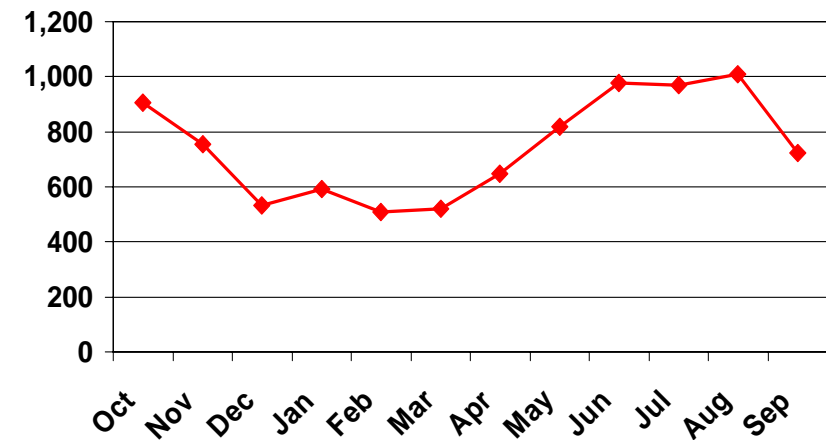
# Electrical - Permits



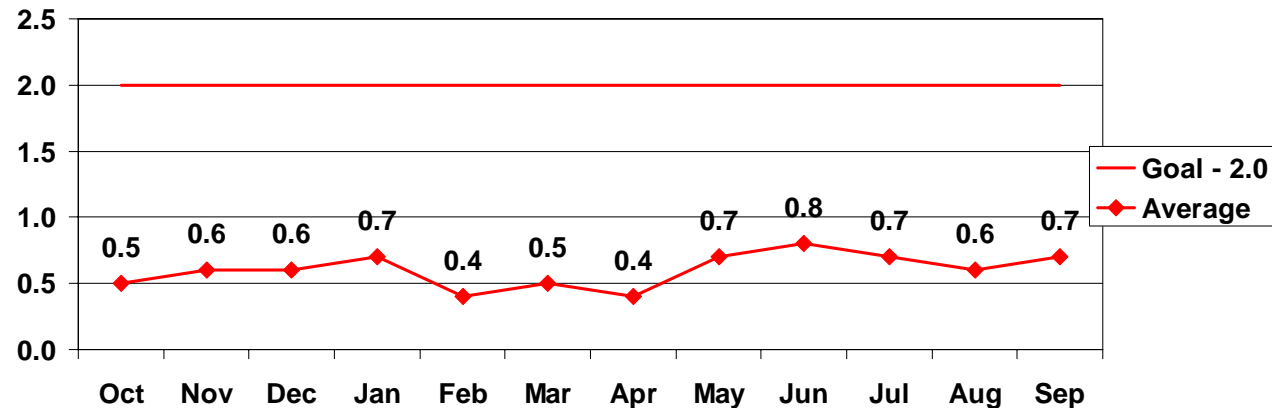
### Permits Issued



### FY 2007 - Monthly Permits



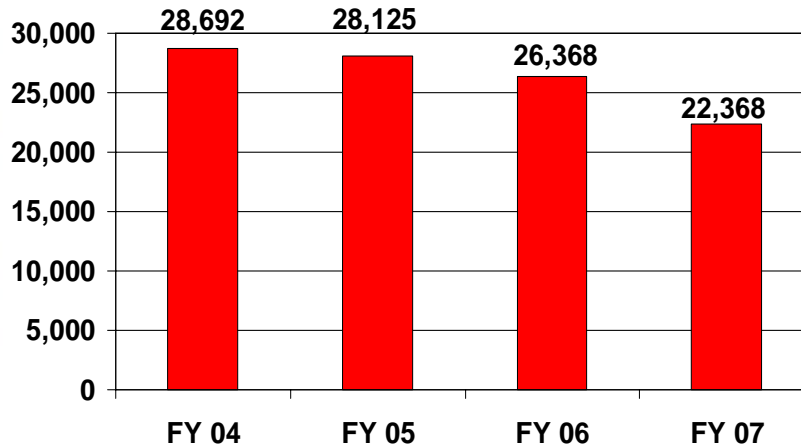
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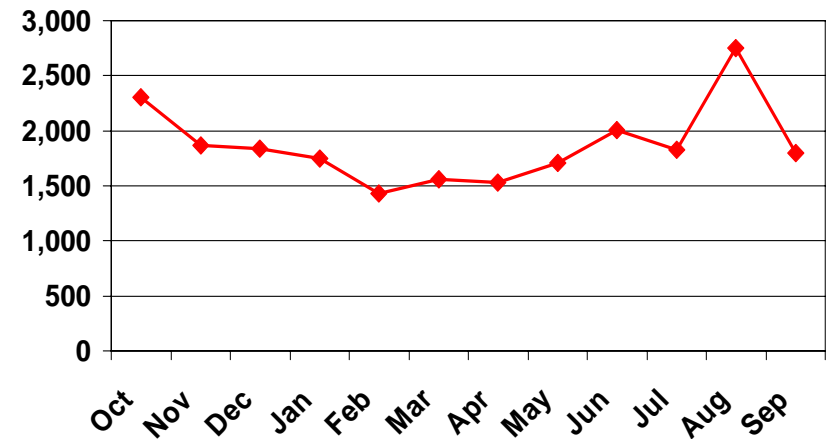
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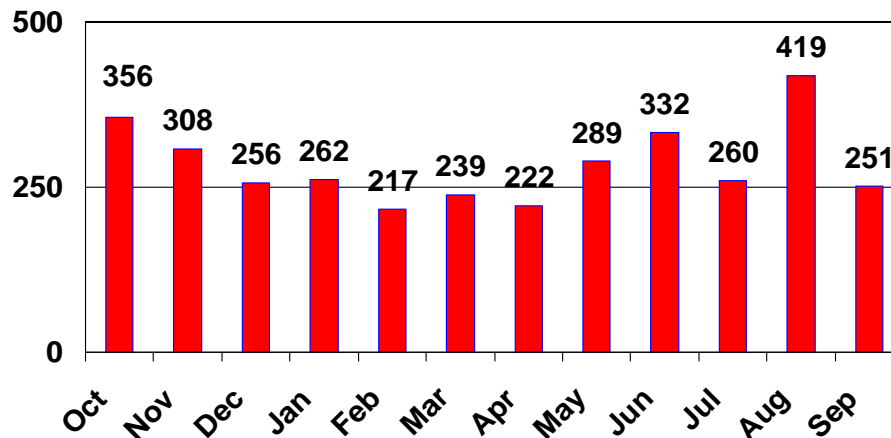
Inspections Performed



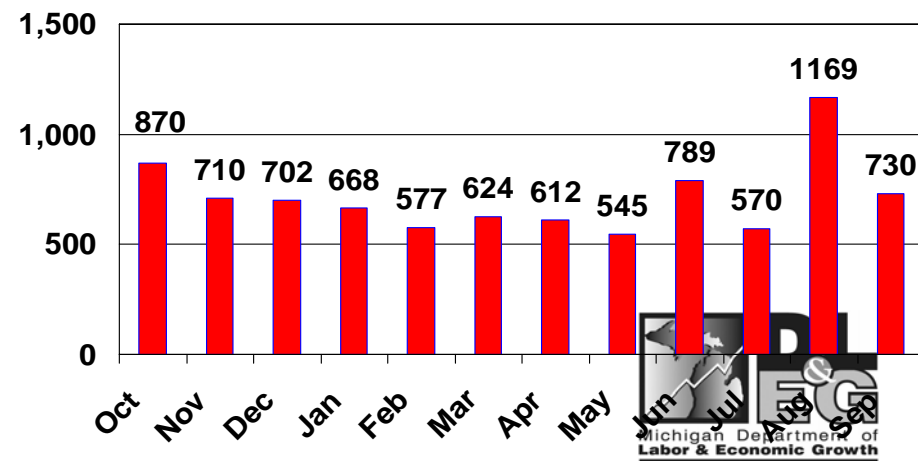
FY 2007 - Monthly Inspections



FY 2007 - Violations Written



FY 2007 - Permits Finaled

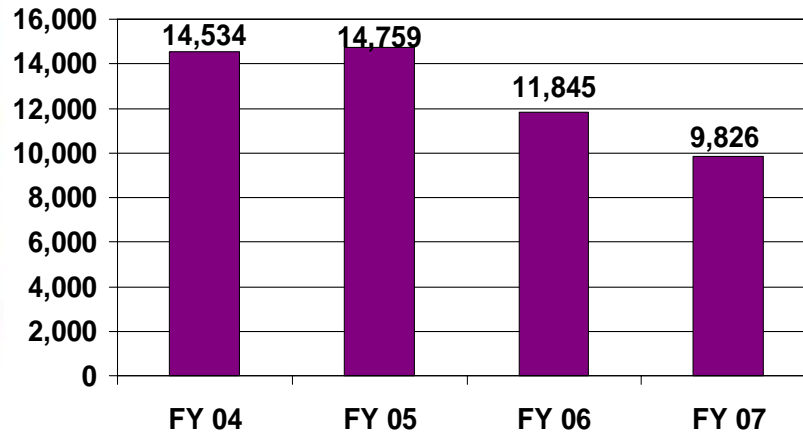




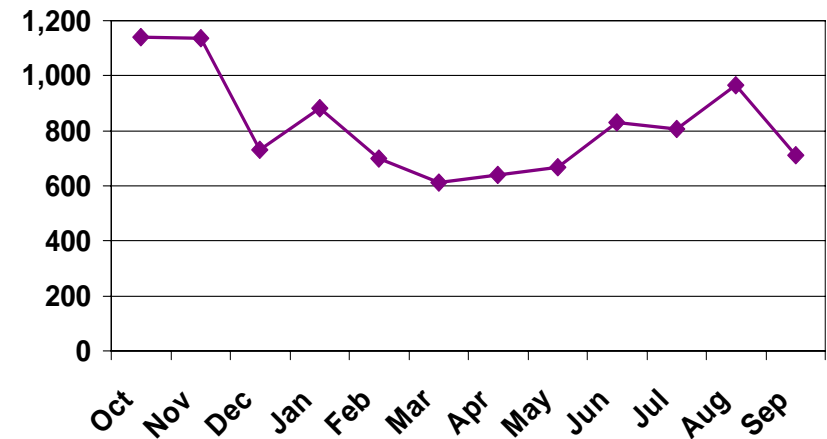
# Mechanical - Permits



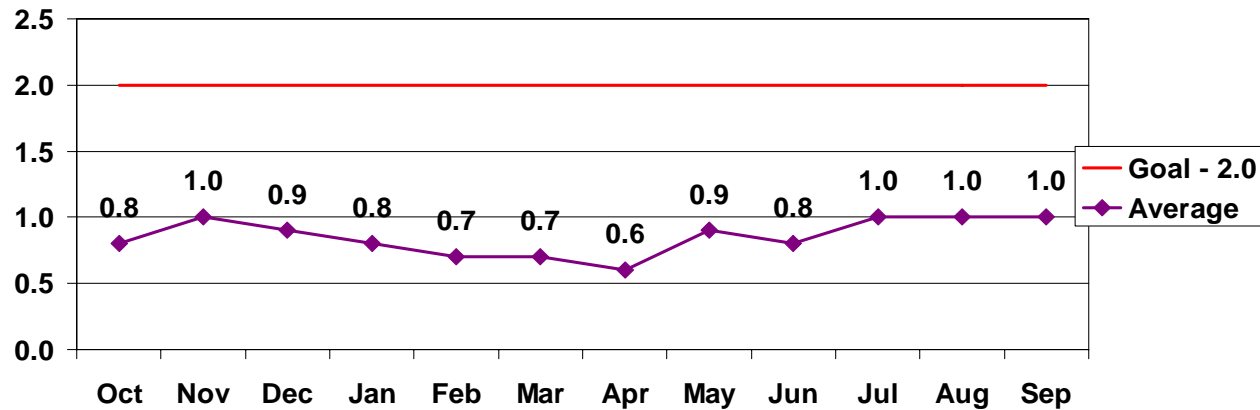
Permits Issued



FY 2007 - Monthly Permits



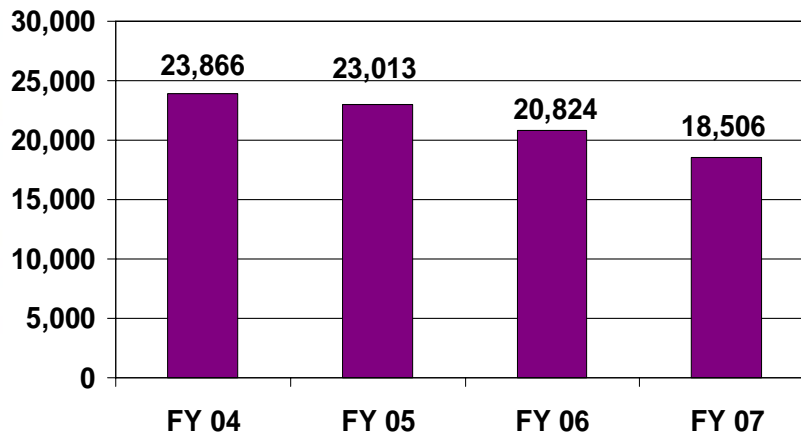
Average Processing Time In Days



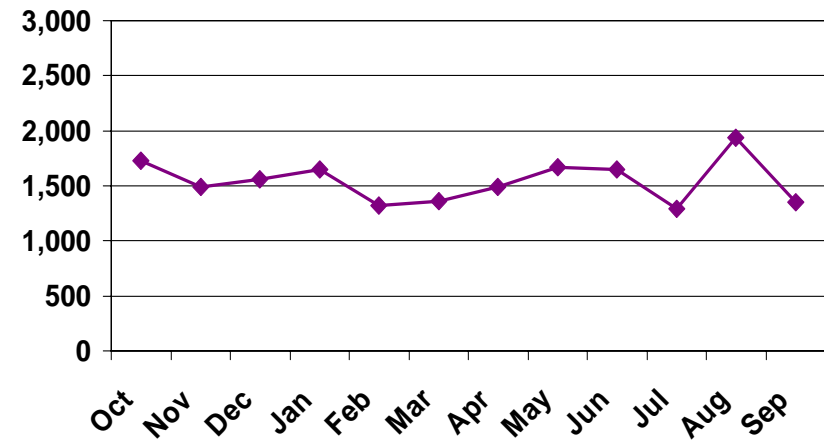
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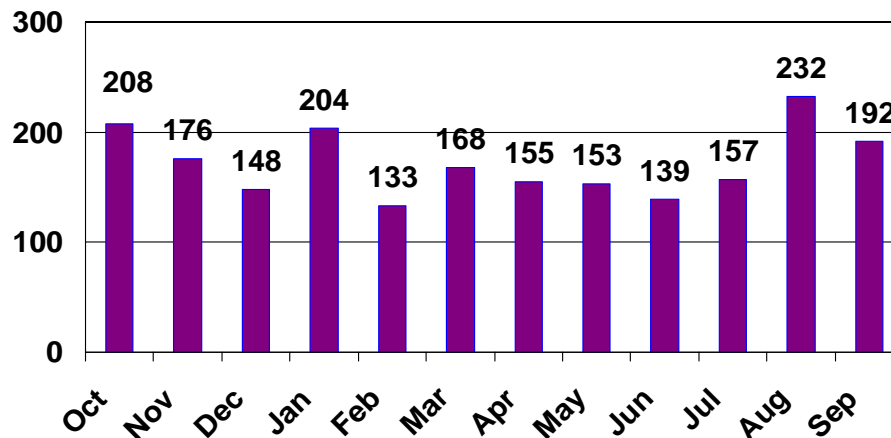
Inspections Performed



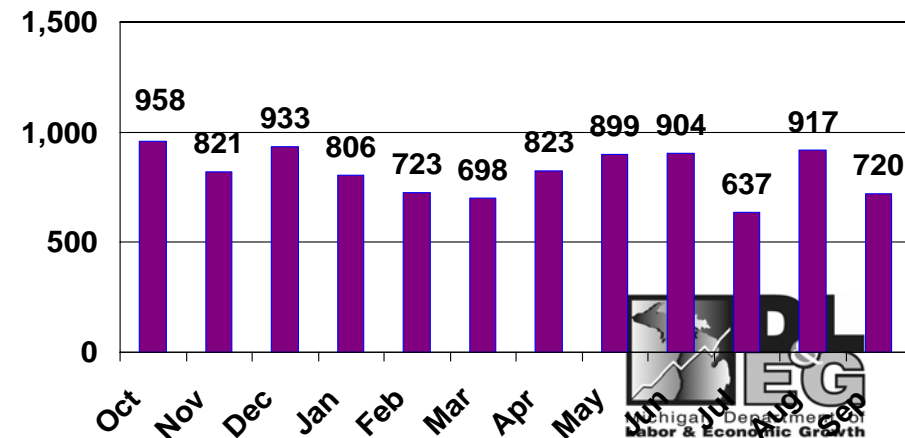
FY 2007 - Monthly Inspections



FY 2007 - Violations Written



FY 2007 - Permits Finaled

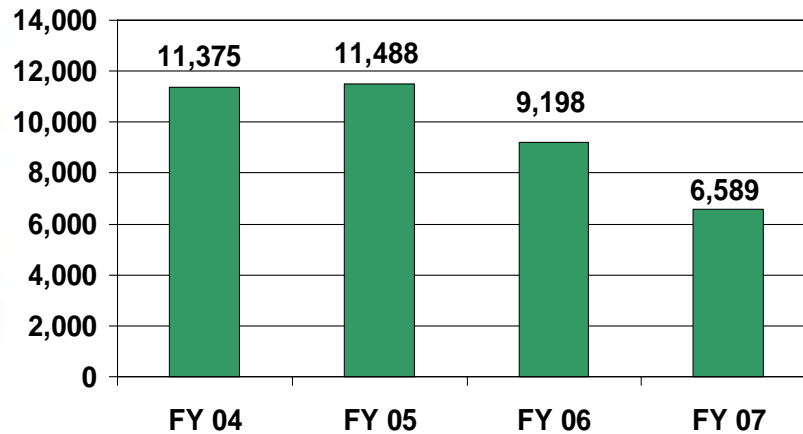




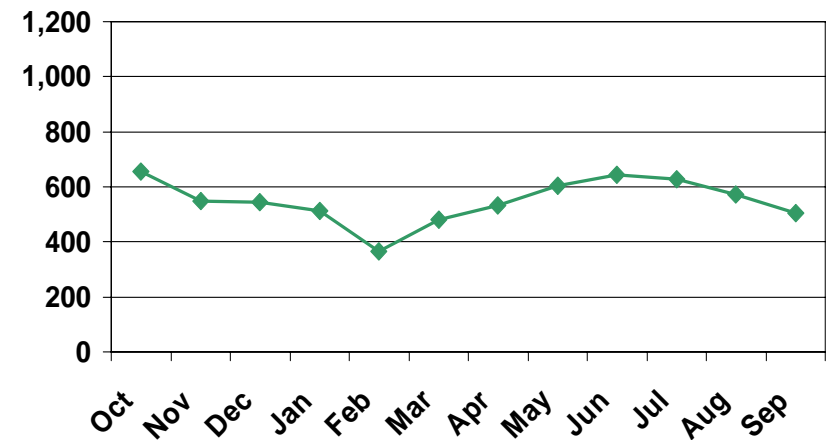
# Plumbing - Permits



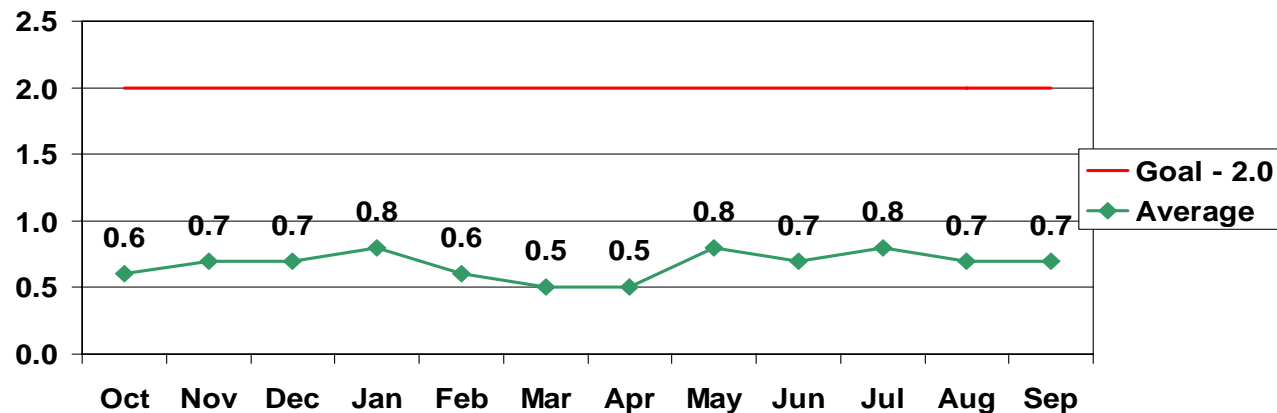
Permits Issued



FY 2007 - Monthly Permits



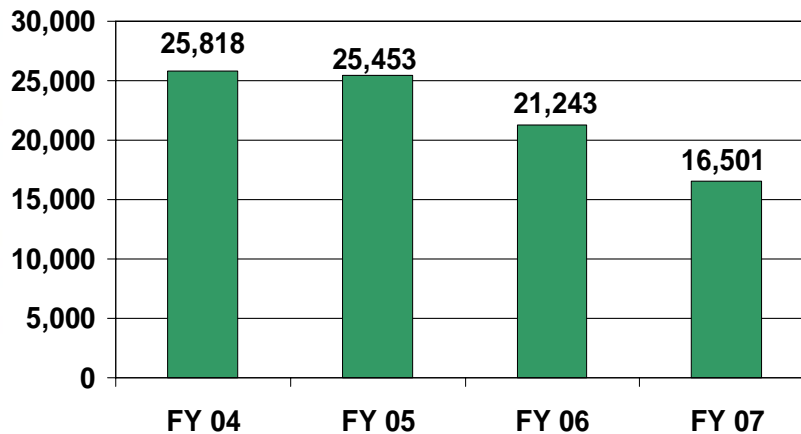
Average Processing Time In Days



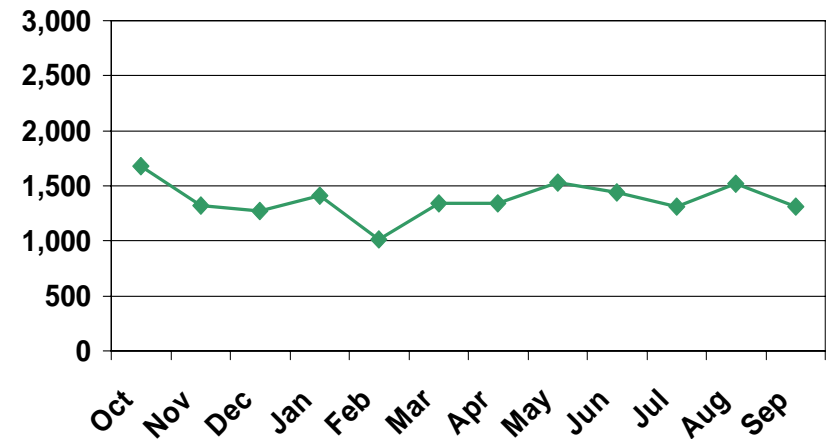
# Plumbing - Inspections



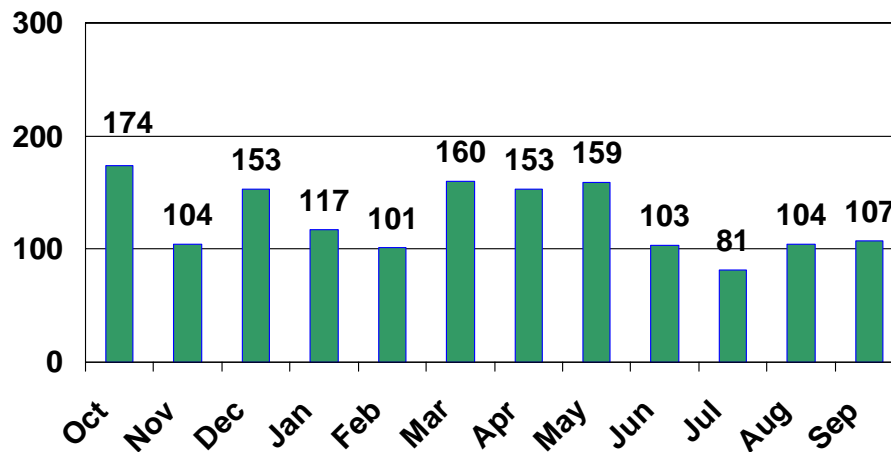
Inspections Performed



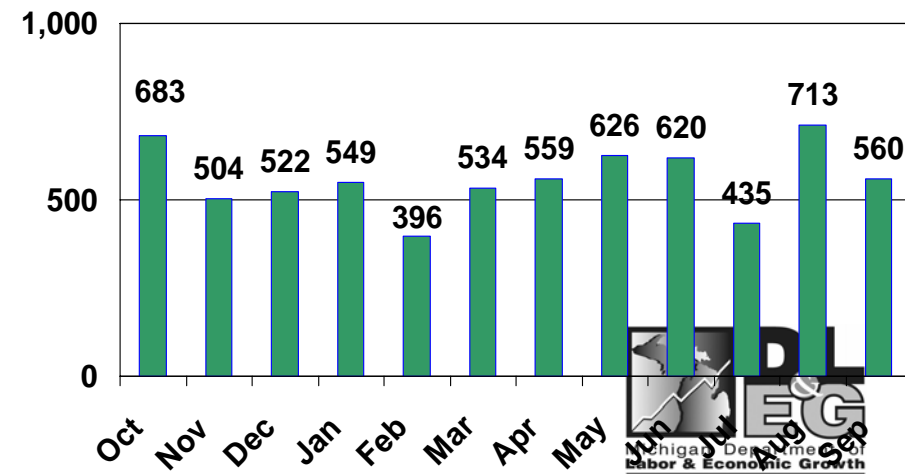
FY 2007 - Monthly Inspections



FY 2007 - Violations Written



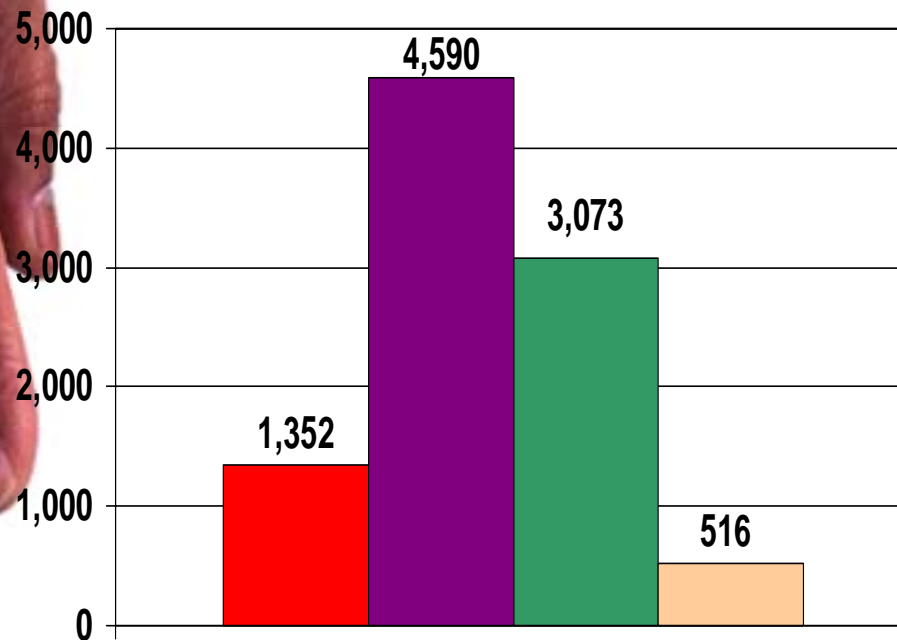
FY 2007 - Permits Finaled



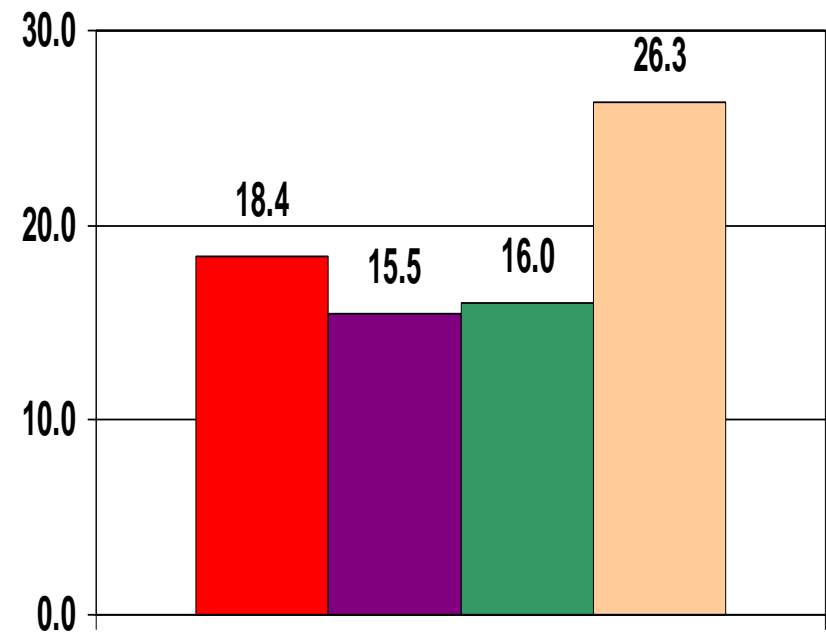
# Plan Reviews



Plan Reviews Conducted



Average # Days  
Conduct First Review

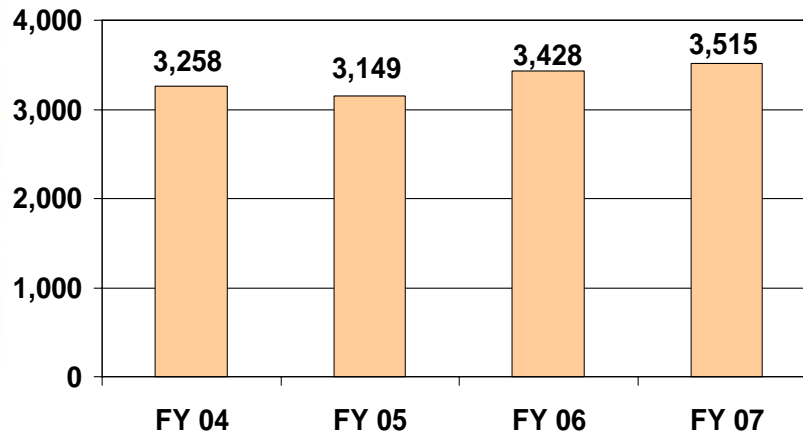


Type of Reviews: General; Premanufactured; Schools; State Owned

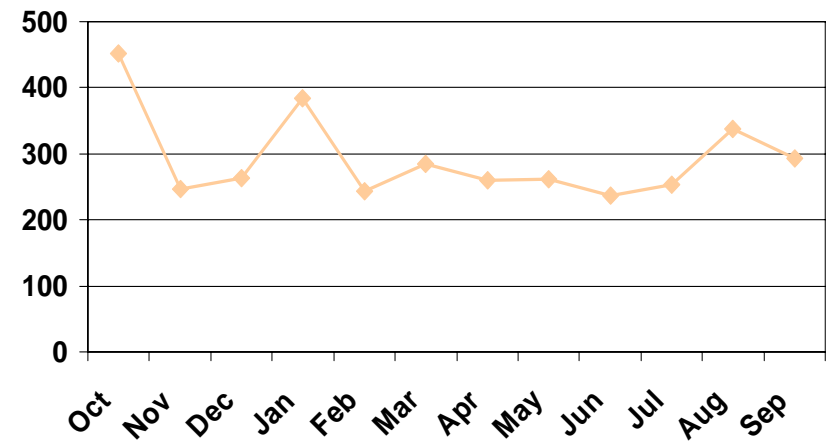
# Boiler - Permits



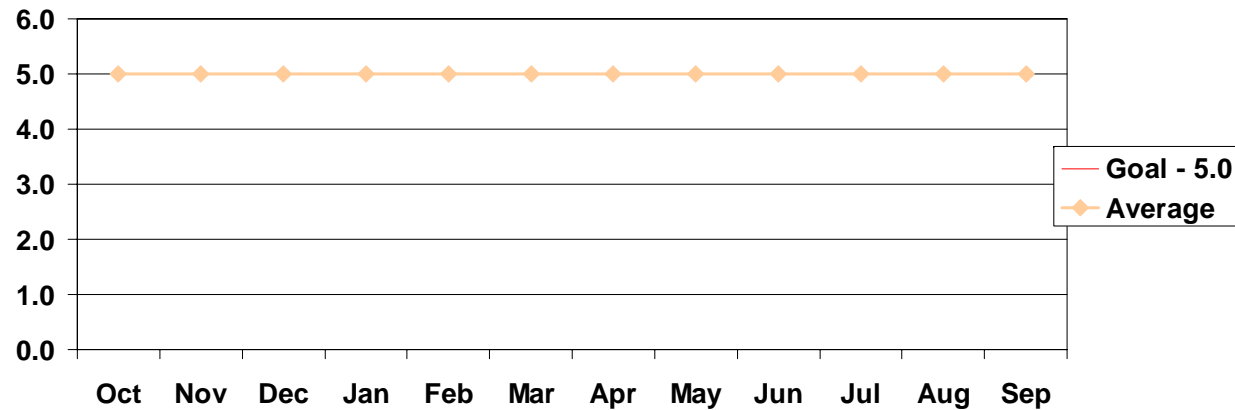
Permits Issued



FY 2007 - Monthly Permits



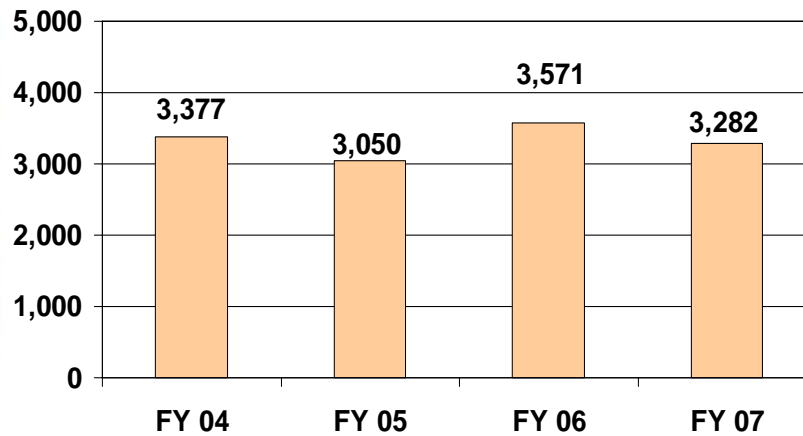
Average Processing Time In Days



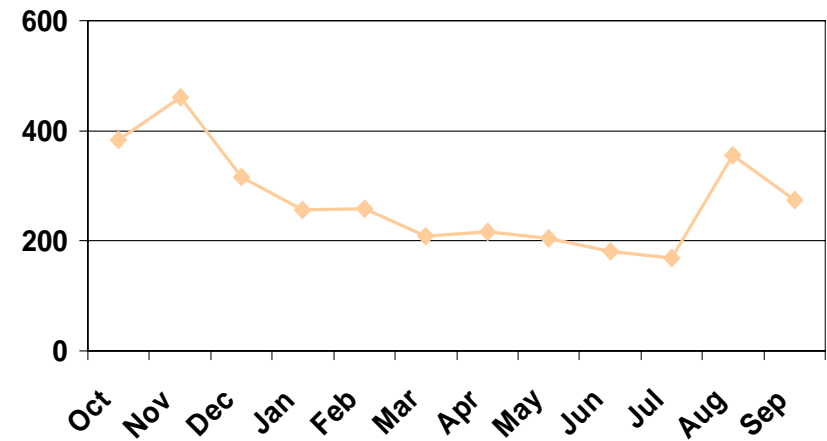
# Boiler - Inspections



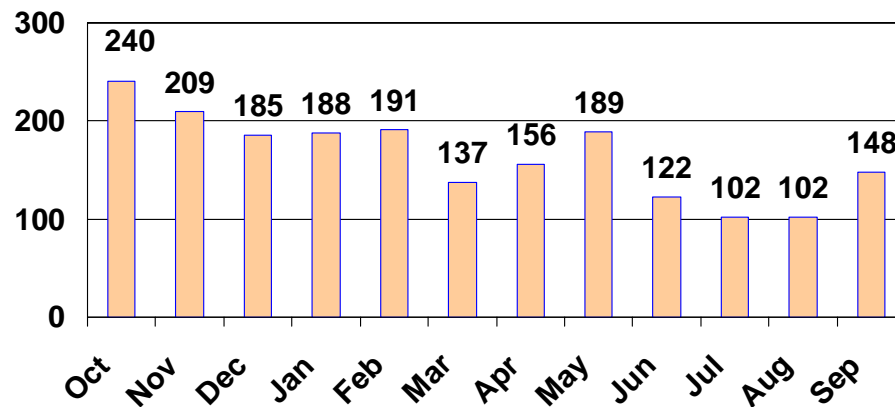
Permit Inspections Performed



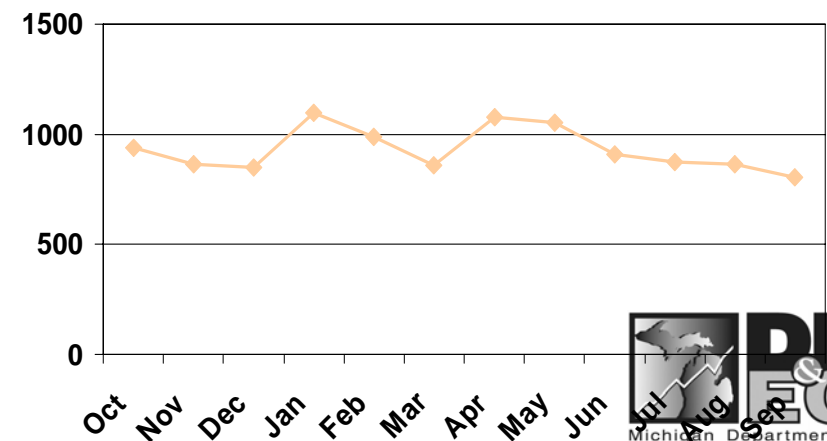
FY 2007 - Monthly Permit Inspections



FY 2007 - Violations Written on First Inspections



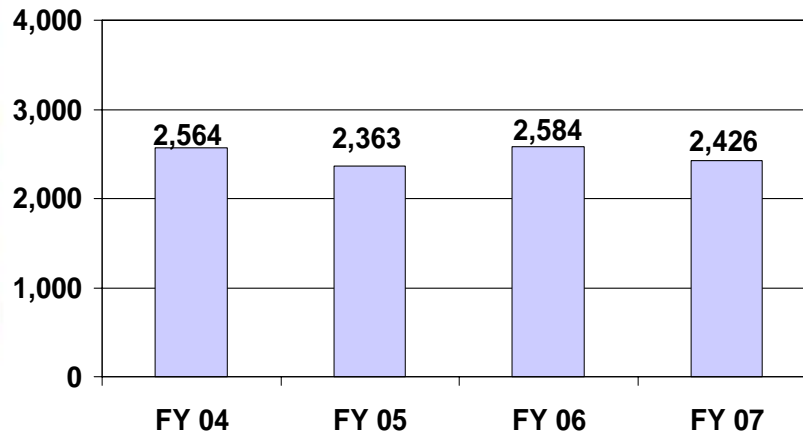
FY 2007 - Monthly Boiler Reinspections



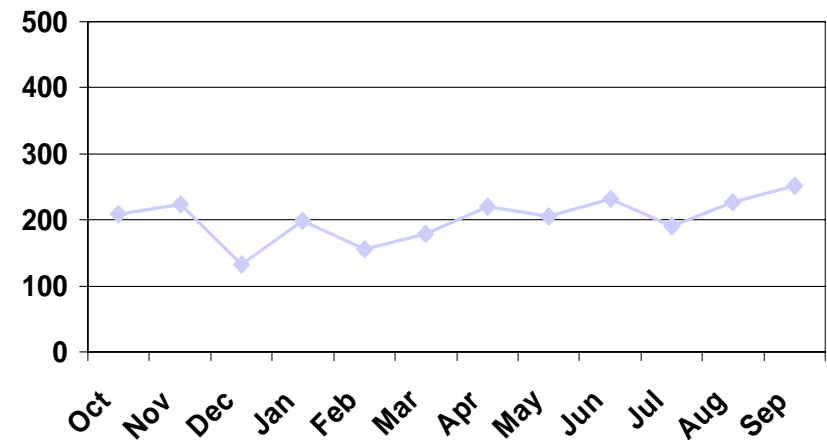
# Elevator - Permits



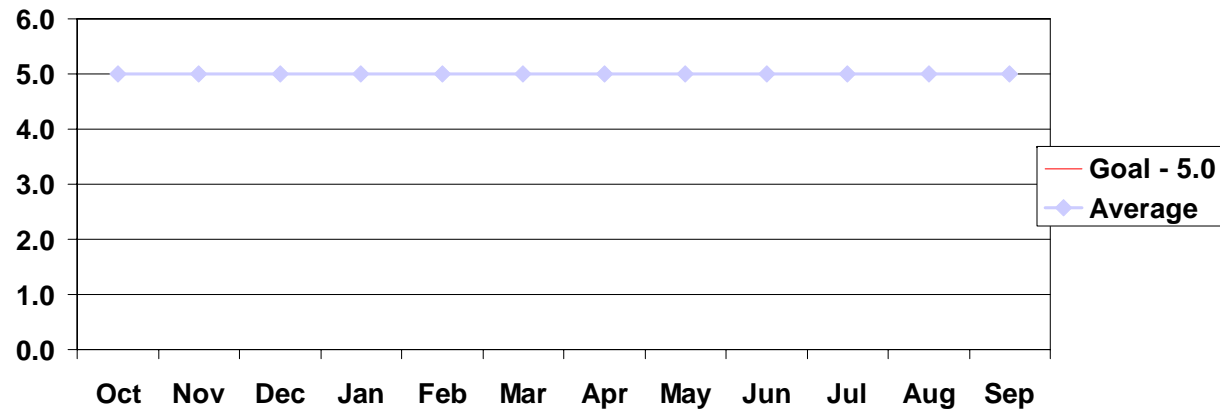
## Permits Issued



## FY 2007 - Monthly Permits



## Average Processing Time In Days

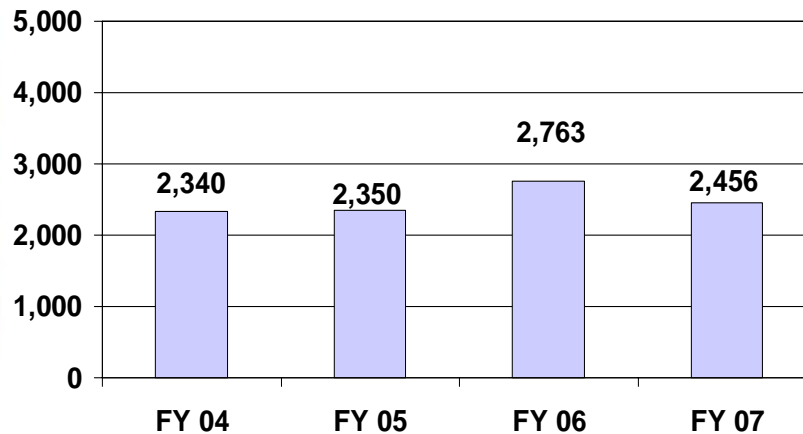




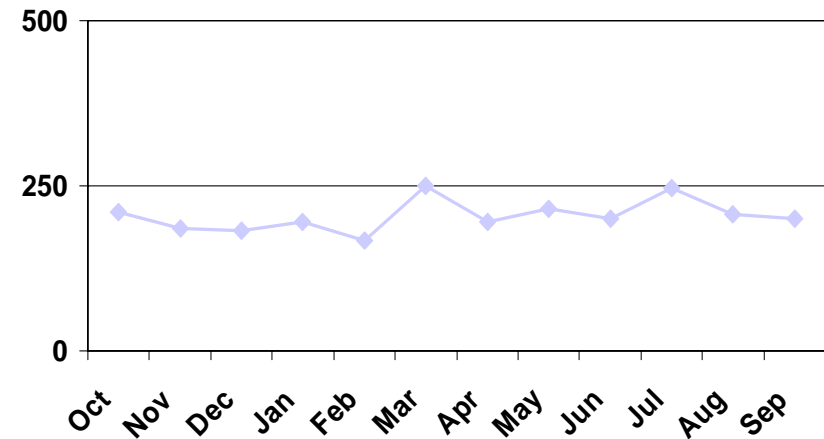
# Elevator - Inspections



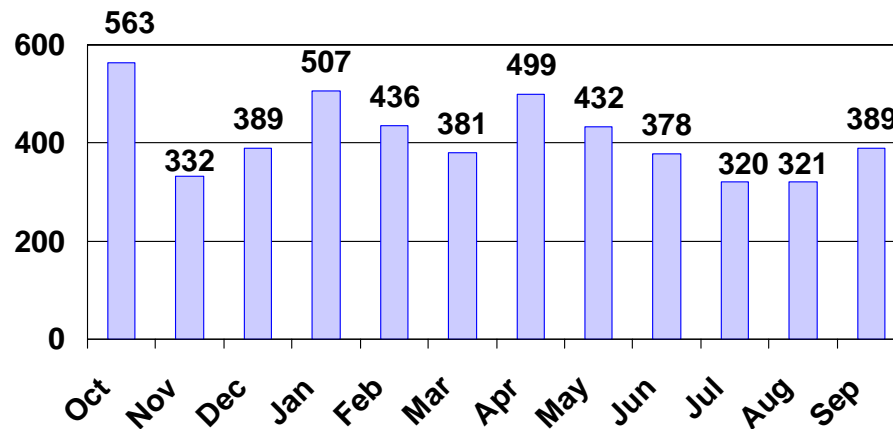
Permit Inspections Performed



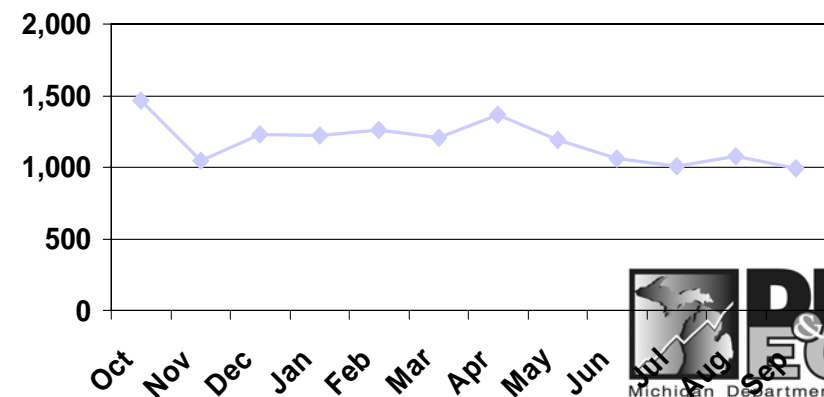
FY 2007 - Monthly Permit Inspections



FY 2007 - Correction Notices on "Annual" Inspections



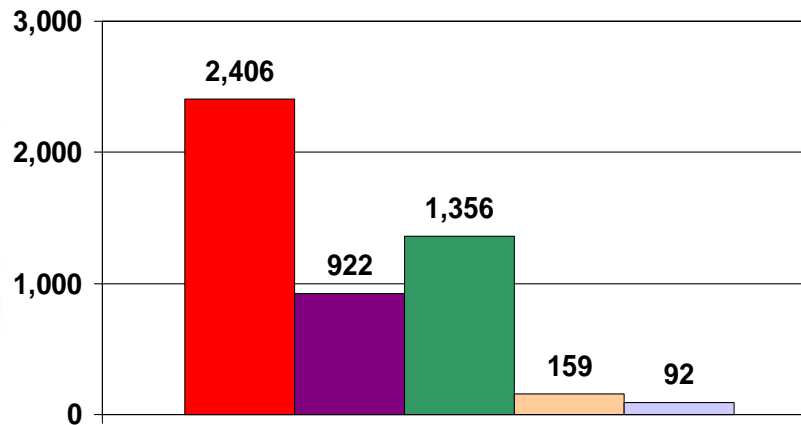
FY 2007 - Monthly Elevator "Annual" Inspections



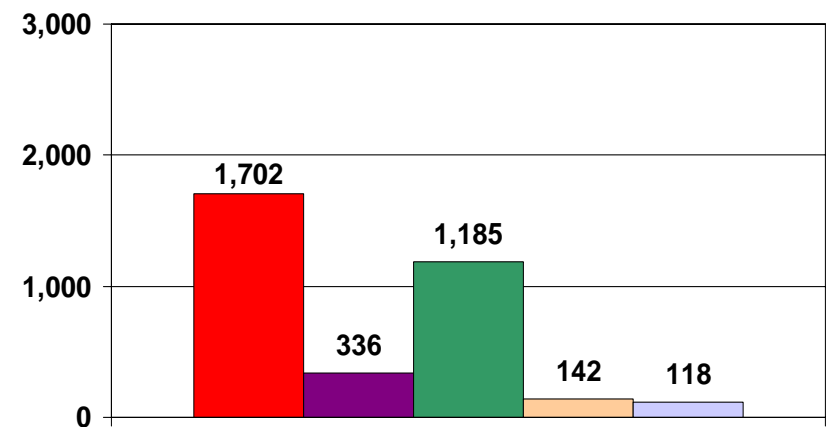
# Licensing



Exam Applications Received

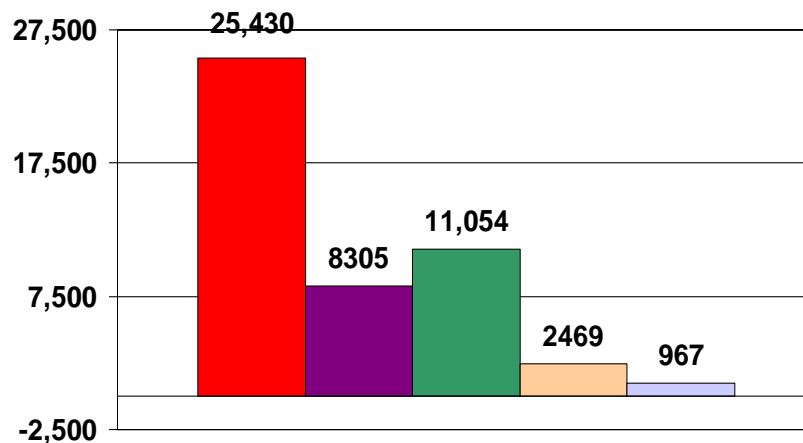


New Licenses Issued

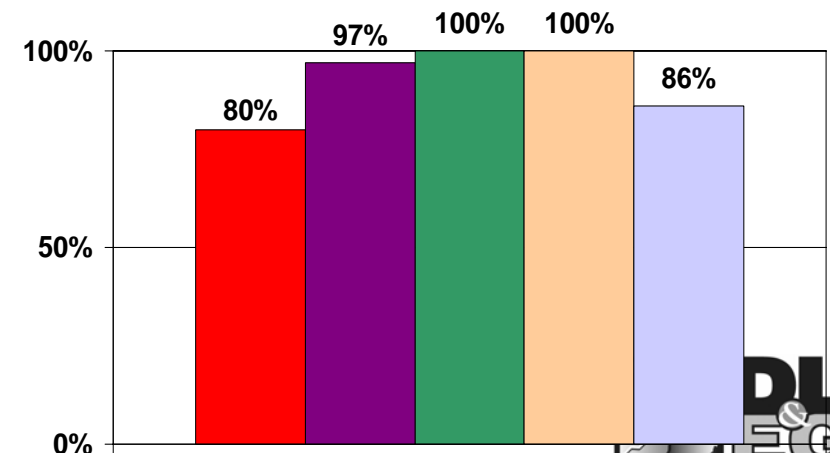


Legend: Electrical; Mechanical; Plumbing; Boiler; Elevator

Renewal Licenses Issued



% Renewals Issued in 10 Days

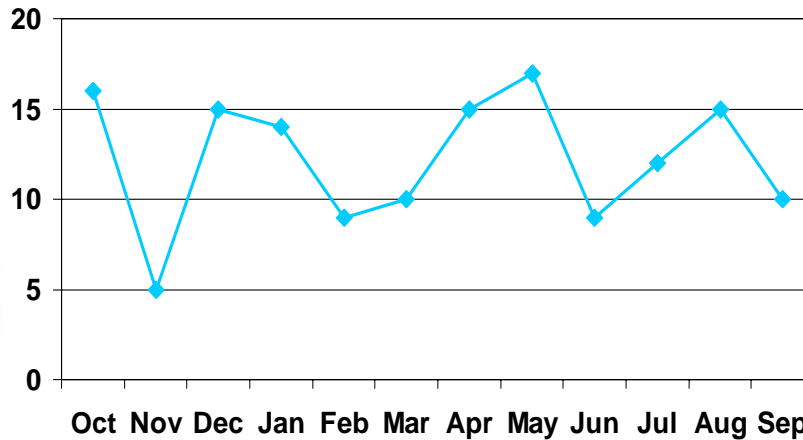




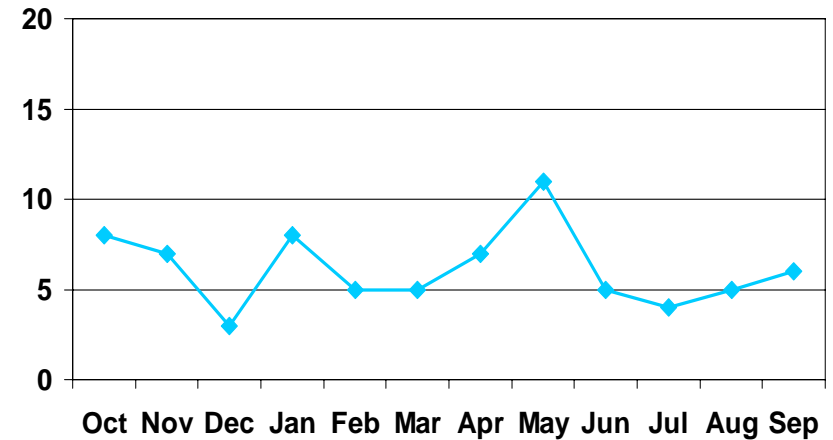
# Land Survey



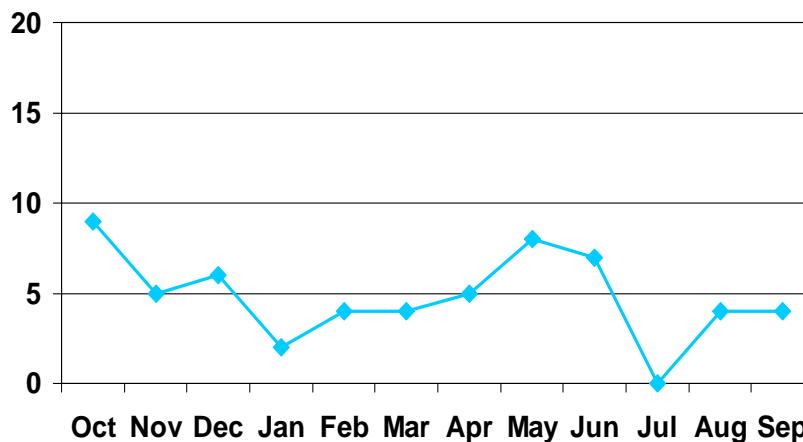
# Plats Received to Review



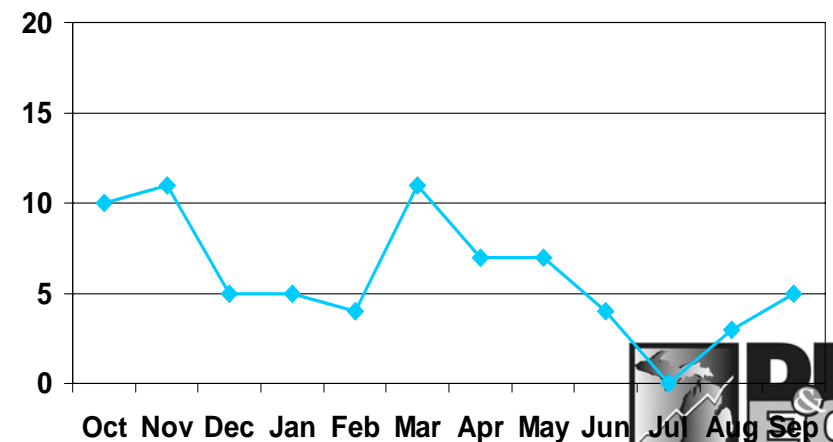
Average Days to Review Plats



# Circuit Court Petitions Processed



Average Days to Process Petitions



# Complaints



## # Complaints

